



KMS 115 Higher Education Extensions and Extenuating Circumstances Policy & Procedure

University Centre Kingston Maurward

Authority:

The Higher Education Extensions and Extenuating Circumstances Policy and Procedure is approved by the Higher Education Academic Board in accordance with the Corporation's Standing Orders.

Alternative Formats:

If you require this document in an alternative format, please use the following contact information: enquiries@kmc.ac.uk

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1 Policy Statement

- 1.1 Working to deadlines is a skill expected of degree-level students (you). It is, however, acknowledged that circumstances beyond your control may arise that affect your ability to study, take an examination or submit other forms of assessment.
- 1.2 The Higher Education Extensions and Extenuating Circumstances policy and procedure are intended to enable you to report those circumstances and request an extension to a coursework/non-examined event assessment, or consideration of extenuating circumstances.
- 1.3 This document should be read in conjunction with the [HE Reasonable Adjustments Policy](#) and procedure and is written in accordance with our statutory obligations under the [Equality Act 2010](#).

2 Scope

- 2.1 The Higher Education Extensions and Extenuating Circumstances policy and procedure apply to Higher Education students studying on taught programmes at University Centre Kingston Maurward (us) which are validated by the Open University or Bournemouth University. They will also apply to Higher Education students of our associate Awarding Bodies who require that our extensions and extenuating circumstances policy and procedure are used.
- 2.2 This policy and procedure also apply to staff who are responsible for administrating and actioning the procedure.

3 Purpose

- 3.1 This policy and procedure are aimed at Higher Education students who want to make us aware of any matters beyond their control, which may have affected their ability to study, take an examination or submit other forms of assessment.

- 3.2 This policy and procedure provide Higher Education students at University Centre Kingston Maurward (UCKM) with the ability to apply for extensions or extenuating circumstances.
- 3.3 The policy:
- sets out the types of extensions available;
 - explains what extenuating circumstances are;
 - gives examples of valid reasons for an application;
 - outlines the support available to you.
 - It also gives the avenues for appeal or complaint should you not be satisfied with the outcome.
- 3.4 The procedure outlines how to apply for extensions or extenuating circumstances and how your application will be evaluated in a fair and transparent way.
- 3.5 This policy and procedure can be found on our website ([Higher Education Policies](#)). You will be informed of this policy and procedure during your programme induction and reminded of this policy and procedure prior to assessment deadlines.

4 Policy Principles

- 4.1 If you are facing unforeseen and/or unavoidable circumstances that are impacting your ability to study, submit an assessment, or take an exam/event assessment, there are several pathways available to you, depending on your circumstances. Please see Table 1 below for examples:

Table 1: Extensions and Extenuating Circumstances

Situation	Action	Decision Maker	Timescales for Response:
<p>You require a short extension to submit your coursework/complete a non-examined event assessment (e.g., presentation, other practical assessed assignment) due to an unforeseen and/or unavoidable circumstance.</p>	<p>Apply for a short extension using the Extensions Request and Extenuating Circumstances Application Form.</p> <p>Short extensions are for 5 working days and do not require supporting evidence.</p> <p>Rescheduled in-person assessments may take place after the 5 working day extension period depending on staff availability and a date will be agreed with you.</p>	<p>Programme Leader</p>	<p>2 working days from Extension application being submitted.</p>
<p>You require a longer extension to submit your coursework/complete a non-examined event assessment (e.g., presentation, other practical assessed assignment) due to an unforeseen and/or</p>	<p>Apply for a long extension using the Extensions Request and Extenuating Circumstances Application Form.</p> <p>Extensions will be for longer than 5 working</p>	<p>Extenuating Circumstances Panel</p>	<p>6 working days from Extension application being submitted.</p>

unavoidable circumstance.	days and will be proportionate to the circumstances declared. Supporting evidence must be submitted.		
You wish to postpone an examination/examined event assessment due to an unforeseen and/or unavoidable reason.	Apply for extenuating circumstances using the Extensions and Extenuating Circumstances Form . Supporting evidence must be submitted.	Extenuating Circumstances Panel	6 working days from Extenuating Circumstances application being submitted.
You wish to resit a missed examination/examined event assessment/non-examined event assessment due to an unforeseen and/or unavoidable reason.	Apply for extenuating circumstances using the Extensions and Extenuating Circumstances Form . Supporting evidence may need be submitted, depending on the individual circumstances (please see clause 4.41 for exceptions)	Extenuating Circumstances Panel	6 working days from Extenuating Circumstances application being submitted.
Your performance and/or ability to study has been adversely impacted due to an	Apply for extenuating circumstances using the Extensions and	Extenuating Circumstances Panel	6 working days from Extenuating Circumstances

unforeseen and/or unavoidable reason.	Extenuating Circumstances Form. Supporting evidence must be submitted.		application being submitted.
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- 4.2 The information below sets out the core principles for coursework/non-examined event assessment extensions (short and long), extenuating circumstances requests, and when evidence is required.
- 4.3 A valid reason for the extension or extenuating circumstances request must be given on the application form. Examples of valid reasons are given in the "[Examples of circumstances likely to be accepted](#)" section below.
- 4.4 Where possible, supporting evidence must be supplied at the point of application, but no later than 7 calendar days after the application for:
- a coursework/non-examined event assessment extension of longer than 5 working days, or
 - extenuating circumstances.
- 4.5 Evidence supplied later will only be considered if provided with a valid reason why the evidence could not be supplied within the 7-calendar day timeframe.
- 4.6 Late applications will be considered on a case-by-case basis by the Extenuating Circumstances Panel.
- 4.7 You are responsible for submitting accurate information and evidence.
- 4.8 Intentionally submitting a dishonest claim for an extension or extenuating circumstance is viewed as academic malpractice. This will result in a referral to the [HE Academic Misconduct Policy and Procedure](#).

Coursework/Non-Examined Event Assessment Extensions

- 4.9 If an unforeseen and/or unavoidable circumstance means you are unable to meet a given coursework/non-examined event assessment deadline, you can apply for an extension.
- 4.10 Non-examined event assessments may include, but are not limited to, presentations or practical assessments. They do not include formal examinations or other types of examined assessments.
- 4.11 If the impact of your unavoidable and/or unforeseen circumstance is likely to be short term, you can apply for a short extension of 5 working days.
- 4.12 An extension of 5 working days does not require supporting evidence. Self-certification will be strictly monitored. Repeated requests for self-certified extensions for different assessments may result in a referral to a fitness to study support discussion with your Programme Leader. Please see the [HE Fitness to Study Policy](#).
- 4.13 Rescheduled in-person assessments may take place after the 5 working day extension period depending on staff availability and a date will be agreed with you.
- 4.14 If the impact of your unavoidable and/or unforeseen circumstance is likely to last longer than 5 working days, you can apply for a long extension.
- 4.15 If you need an extension of more than 5 working days, you will need to supply supporting evidence.
- 4.16 Extensions of longer than 5 working days will be reviewed and decided by the Extenuating Circumstances Panel. The extension will be of a duration proportionate to the circumstances, decided on an individual basis. It will be expected that all work is completed by the end of the academic year.

- 4.17 If you are still unable to submit your assessment/s after having the maximum allowed extension, we will have a discussion with you about the best course of action. This may include, but is not limited to, creating a support and assessment plan, which would detail how and when you are expected to complete the assessment/s, and/or if you will need to retake credit. You will also be informed of any fees or funding implications as part of the discussion.
- 4.18 You may decide, after a discussion with your Programme Leader, that an interruption of your studies is your best option. For further information, please see the [HE Interruption of Studies, Withdrawal and Non-Completion Policy & Procedure](#).
- 4.19 An interruption of studies is a temporary withdrawal from studies for a defined time period. During an interruption of studies, you will still be a student of UCKM, but you won't be on programme nor attend lectures. Your access to our facilities, resources and student services will be removed during your interruption of studies. You will still be able to consult, take employment advice and obtain references from the Careers team. There may be financial implications to an interruption of studies, for more information please see the [HE Interruption of Studies, Withdrawal and Non-Completion Policy & Procedure](#).

Applying for an Extension - Principles

- 4.20 You can apply for an extension (for multiple assessments simultaneously if required) using the online [Extensions and Extenuating Circumstances Form](#). Should you need an alternative format of the form, please contact universitycentre@kmc.ac.uk.

- 4.21 You must provide a reason for the extension that meets the criteria as detailed in the “Examples of circumstances likely to be accepted” section below.
- 4.22 The circumstances will be expected to be:
- Unforeseeable, in that you could have had no prior knowledge of the event concerned; and/or
 - Unavoidable, in that you could have done nothing reasonably within your power to prevent or avoid such an event.
- 4.23 Applications for extensions should be made no later than the coursework/non-examined event assessment submission date.
- 4.24 If you are unable to submit your application for an extension ahead of your assessment deadline, you must provide a reason why. This will be reviewed by the Extenuating Circumstances Panel on a case-by-case basis.

Supporting evidence:

- 4.25 You **do not** need to supply supporting evidence for extensions up to and including 5 working days.
- 4.26 You **must** supply supporting evidence for extensions beyond 5 working days (e.g., hospital appointment letter, crime reference number, jury service letter, order of service). Evidence should ideally be submitted at the time of the application, but no later than 7 calendar days after the application. If evidence cannot be submitted within this timeframe, you will need to notify us in writing of the reason why via university.centre@kmc.ac.uk and this will be considered on a case-by-case basis by the Extenuating Circumstances Panel.
- 4.27 The nature of the evidence will vary depending on the circumstances, but it must:

- confirm the existence of the unavoidable/unforeseen circumstance;
- cover the relevant timeframe;
- be comprehensible for the panel.

- 4.28 Depending on your personal circumstances, and the nature of your unforeseeable/unavoidable circumstances, we recommend that you should continue working on your assessment/s whilst a decision is being made in case your extension request is denied. Late submissions due to a declined coursework extension request may incur a penalty as outlined in the [Late Submission](#) section below.
- 4.29 The decision will be emailed to your UCKM email address within:
- 2 working days from your application, for an extension of 5 working days.
 - 6 working days from your application, for an extension of more than 5 working days.
- 4.30 If your application is successful, the decision outcome email will contain your new submission date. If your application is unsuccessful, your Programme Leader will discuss what options and support are available to you.
- 4.31 If you are granted an extension the full range of marks will be available to you, provided you submit/attend the assessment by the agreed extension date.
- 4.32 If you fail to submit/attend your assessment by the agreed extension date you may incur a penalty as outlined in the [Late Submission](#) section below.
- 4.33 If you fail to attend a rescheduled event assessment/resit, you may incur a penalty as outlined in the [Late Submission](#) section below.

Extenuating Circumstances

4.34 An extenuating circumstance is an exceptional situation outside your control, which you feel:

- affected your performance in any of the assessed tasks, and/or
- means you may need to postpone or resit an examination/event assessment.

4.35 Extenuating Circumstances can be used for different assessment types which have been placed into 3 broad categories:

- Deadline assessments (Coursework) – assessments not taken under controlled and timed conditions such as essays, assignments, and placements.
- Non-examined event assessments - assessments taken under controlled and timed conditions such as tests, presentations, and practicals (but not formal examinations which are covered below)
- Examined event assessments (Exams) – formally examined assessments taken under controlled and timed conditions, such as exams.

4.36 You may apply for consideration of extenuating circumstances if a health/personal circumstance:

- has caused your performance to be adversely impacted; and/or
- has caused you to miss or fall ill during an examination/examined event assessment/non-examined event assessment which you will need to re-sit (if permitted by the Awarding Body); and/or
- means you will need to postpone an examination/examined event assessment (if permitted by the Awarding Body). [Please note, you can apply for an extension if you need to postpone a non-examined event assessment.]

- 4.37 It will be explained in a conversation with your Programme Leader what options are available if your extenuating circumstances request is approved.
- 4.38 You can apply for extenuating circumstances using the [Extensions and Extenuating Circumstances Form](#). If you require an alternative format of the online form, please contact enquiries@kmc.ac.uk
- 4.39 Applications should ideally be made as soon as you become aware of the extenuating circumstances, but within 5 working days of missed:
- exams/event assessments, and/or
 - rescheduled event assessments/resits.

If your extenuating circumstances only become apparent to you after you have completed all your assessments, your extenuating circumstances application should be submitted before your results are confirmed at the end of the year.

- 4.40 Applications **must** be supported by evidence, except in the cases of falling ill during an exam/event assessment or missing an exam/event assessment due to a sudden, short-term illness (please see 4.41 below). Evidence should ideally be submitted at the time of the application, but no later than 7 calendar days after the application. If evidence cannot be submitted within this timeframe, you will need to notify us in writing of the reason why via university.centre@kmc.ac.uk and this will be considered on a case-by-case basis by the Extenuating Circumstances Panel. The nature of the evidence will vary depending on the circumstances, but it must:
- confirm the existence of the extenuating circumstances;
 - cover the relevant timeframe;
 - be comprehensible for the panel.

- 4.41 We are aware that in cases where you fall ill during an exam/event assessment or miss an exam/event assessment due to a sudden, short-term illness (e.g., stomach bug), it may not be possible to supply supporting evidence and you will have to self-certify.
- If you fall ill during an exam/event assessment you must notify the invigilator or assessor. They will then record this on the examination invigilator or assessor report.
 - If you become ill with a sudden, short-term illness on the day of an exam/event assessment (e.g., stomach bug) and will miss the exam/event assessment, we expect you to contact the Main Reception on 01305 215000 before 9.00am, or email studentabsence@kmc.ac.uk if you are unable to call, to notify us of your absence.

For all other reasons for missing an exam/event assessment, supporting evidence is required.

- 4.42 Late applications for extenuating circumstances will be reviewed on a case-by-case basis by the Extenuating Circumstances Panel. Late applications must contain a valid reason why it could not be submitted within the deadline.
- 4.43 If you are able to, we recommend you should continue working on your assessment/s whilst a decision is being made in case your request is denied. Late submissions due to a declined Extenuating Circumstances request may incur a penalty as outlined in the Late Submission section below.
- 4.44 Your extenuating circumstances application will be reviewed by the Extenuating Circumstances Panel. You will receive an initial response within 6 working days of submitting your application via your UCKM email address to confirm if your application has been successful or unsuccessful.

- 4.45 If successful, the response will outline potential courses of action for your consideration and timescales if applicable (e.g., if further consultation is required with the HE Board of Examiners).
- 4.46 If your application is unsuccessful, your Programme Leader will discuss what options and support are available to you.
- 4.47 If your extenuating circumstances occur during the academic year, the Programme Leader will decide the best course of action, in collaboration with you. This may include, but is not limited to, providing you with a support plan and/or reasonable adjustments to assist with your future studies, or to postpone or resit an examination/examined assessment event if permitted by the Awarding Body. For further information on reasonable adjustments, please see the [HE Reasonable Adjustments policy and procedure](#).
- 4.48 You may decide, after a discussion with your Programme Leader, that your extenuating circumstances are impacting you in such a way that a temporary interruption of studies or permanent withdrawal from studies is the best option for you. In this case, please refer to the [HE Interruption of Studies, Withdrawal and Non-Completion Policy & Procedure](#).
- 4.49 If your extenuating circumstances only become apparent after you have completed your assessments, your application will be passed onto the Extenuating Circumstances Panel for review, who will submit their recommendations to the HE Board of Examiners. If you are dissatisfied with the decision of the HE Board of Examiners after the formal publication of results, please refer to the Complaints and Appeals section below.
- 4.50 If you wish to claim for extenuating circumstances for a taught module after the formal publication of results at the end of the year, this will be dealt with as an appeal against the decision of the Higher Education

(HE) Board of Examiners. Please refer to the Complaints and Appeals section below.

Examples of circumstances likely to be accepted:

4.51 Below are examples of circumstances which would likely be accepted for an extension or extenuating circumstances application. This list is not exhaustive:

- Health conditions, including COVID-19, accident or injury, hospitalisation, or those affecting study.
- Diagnosed mental health conditions for which you may be receiving treatment.
- Worsening of an ongoing illness or disability, including mental health conditions.
- Pregnancy-related conditions and childbirth (including a partner in labour).
- Bereavement or significant illness of family member or close friend, causing an impact on you.
- Separation/divorce between yourself and your spouse/partner.
- Being a victim of crime, for example burglary, theft, or violence.
- A forced house move (unplanned relocation due to external factors e.g., flooding, eviction)
- Jury service which cannot be deferred.
- For part-time students in full-time employment, exceptional pressure of work or permanent change of employment circumstances.
- Late diagnosis of, for example, dyslexia, meaning you have not had the appropriate support for assessment, including provision in exams.

- Fixed interview dates and/or placement requirements that cannot be changed.
- A significant change to your financial circumstances after enrolment, such as withdrawal of Student Finance England (SFE) funding or its equivalent mid-year.
- Significant life events of close family members, where you can show that no alternative arrangement, such as the date or your attendance, is possible.
- Unexpected caring responsibilities for a family member or dependant, where alternative care arrangements cannot be made.
- Significant personal or family crises leading to acute stress.

Examples of circumstances unlikely to be accepted:

4.52 Below are examples of circumstances which are unlikely to be accepted for an extension or extenuating circumstances application.

This list is not exhaustive:

- You slept in or your alarm clock did not go off.
- Poor time management.
- Minor travel delays.
- Minor accidents or illness affecting relatives or friends, unless you are a carer and alternative care arrangements cannot be made.
- Computing problems, unless caused by UCKM/Kingston Maurward College.
- Family celebrations, holidays, planned house moves, or similar events, in which you have input to, or control over, the date or may choose not to participate.

5 Extenuating Circumstances Panel

5.1 The Extenuating Circumstances Panel operates and makes decisions on behalf of the Higher Education (HE) Board of Examiners. The Extenuating Circumstances Panel has the following remit:

- To review all extension requests for longer than 5 working days and extenuating circumstances applications.
- Determines and approves all extensions of longer than 5 working days and extenuating circumstances requests that meet the published criteria.
- Provides a written explanation to students if an extension for more than 5 working days or an extenuating circumstances application has been rejected.
- Be the first point of appeal if the applicant feels that the determination was in error or further evidence becomes available for consideration.
- To review late extension or extenuating circumstances applications on a case-by-case basis.
- Inform the HE Board of Examiners of extenuating circumstances for students for consideration in the boards.
- Inform the HE Board of Examiners of the outcome following a successful extenuating circumstances claim.
- In complex cases the Panel can pass the case to the HE Board of Examiners for review.

5.2 All applications for extenuating circumstances will be considered by the Extenuating Circumstances Panel which will meet as needed, within 5 working days of a request being submitted.

5.3 The Panel is a standing sub-committee of, and reports to, the HE Board of Examiners.

- 5.4 The Panel will consist of the Head of Higher Education (or a member of the HE Academic Staff nominated by the Head of Higher Education) who will act as the Chair and at least one other member drawn from the HE Academic Staff.
- 5.5 Where the Panel is unable to reach a consensus the view of a third member will be sought. The third member will be drawn from HE Academic Staff.
- 5.6 Additional members may be co-opted by the Chair as they deem necessary to deal with complex cases, up to a maximum of 2 co-opted members. Where there are an even number of members the Chair shall have the casting vote.
- 5.7 The Panel may liaise with programme teams regarding appropriate deadlines and appropriate outcomes.
- 5.8 There is a minimum panel attendance (quorum) requirement for decisions to be agreed. The Panel will require a minimum of two members present to make decisions.
- 5.9 The decisions are recorded (and, if applicable, reasons for non-acceptance explained). This information is stored electronically on the secure HE Board of Examiners Microsoft Teams site and stored in line with our [Data Protection Policy](#).
- 5.10 A collated summary of all decisions made by the Panel will be passed to the HE Board of Examiners each term as part of our quality control process.

6 Late Submission, Missed Exam/Event Assessment, or Non-Attendance of Rescheduled Event Assessment/Resit

Late Submission of Coursework:

- 6.1 Late submission is the submission of academic work after the deadline for submission has passed.
- 6.2 If an application for an extension and/or extenuating circumstances is not received by the deadline, the coursework submitted will be considered a late submission and may incur a penalty as outlined below.

Penalties for Late Submission:

- 6.3 We will consider these on a case-by-case basis via the Extenuating Circumstances Panel.
- 6.4 Where an extension or extenuating circumstances request has not been submitted or approved, work submitted late will incur a penalty. These penalties will be outlined in your Programme Handbook.
- 6.5 In the case of Open University (OU) validated programmes, late submissions will incur a deduction of marks, with the following penalties in place:
- Submission within 6 working days: a 10% reduction deducted from the overall marked score for each working day late down to the 40% pass mark (for Undergraduate awards) and 50% pass mark (Postgraduate awards) and no further.
 - Submission that is late by 7 or more working days will be refused and will receive a mark of zero [0].
 - Please refer to the [UCKM Regulations for Open University Awards](#).

Missed Exam/Event Assessment:

- 6.6 If you miss an exam or other event assessment due to an unforeseen/unavoidable reason, you have 5 working days to submit an application for extenuating circumstances.

Penalties for Missed Exam/Event Assessment:

- 6.7 If you do not submit an extenuating circumstances request within the above timeframe, you will initially be recorded as a zero or missing mark unless a resit is permitted by the Awarding Body and undertaken by you. (Please refer to the [Assessment Examinations Policy and Procedures](#)) The outcome is considered and confirmed by the HE Board of Examiners and you will be advised of the decision, through the publication of results.
- 6.8 If your extenuating circumstances are accepted, you will be given the opportunity to sit the missed exam/event assessment as though for the first time and the full range of marks will be available to you.
- 6.9 The date of the exam/event assessment will be confirmed with you and may involve a delay to you completing your programme. Your Programme Leader will explain what support options are available to you and any potential fees, funding, or visa implications.

Non-Attendance of Rescheduled Event Assessment/Resit

- 6.10 If you fail to attend a rescheduled event assessment or resit due to an unforeseen/unavoidable reason, you have 5 working days to submit an application for extenuating circumstances.

Penalties for Non-Attendance of Rescheduled Event Assessment/Resit:

- 6.11 If you do not submit an extenuating circumstances request within the above timeframe, you will initially be recorded as a zero or missing mark unless a further attempt at rescheduling the event assessment/resit is permitted by the Awarding Body and undertaken by you. (Please refer to the [Assessment Examinations Policy and Procedures](#)) The outcome is considered and confirmed by the HE Board of Examiners and you will be advised of the decision, through the publication of results.
- 6.12 If your extenuating circumstances are accepted, you will be given the opportunity to sit the missed exam/event assessment as though for the first time and the full range of marks will be available to you.
- 6.13 The date of the exam/event assessment will be confirmed with you and may involve a delay to you completing your programme. Your Programme Leader will explain what support options are available to you and any potential fees, funding, or visa implications.

7 Support

- 7.1 We have a responsibility to monitor the progress of students throughout their studies so that we can provide support where progress is not being made at the expected rate.
- 7.2 If you are not moving through the levels of your studies as expected, because you need to make multiple applications for extensions or extenuating circumstances, we are likely to refer you to support areas for additional support needs. These may include, but are not limited to, a referral to Student Welfare, Learning Support, and a support plan.

- 7.3 A support option may be to undertake a fitness to study discussion with your Programme Leader. Please note, if your Programme Leader is concerned for your welfare, they may initiate a fitness to study discussion with you to put appropriate support in place. Please see the [UCKM HE Fitness to Study Policy](#) for further detail.
- 7.4 You may feel that you are not currently able to study and may wish to discuss with your Programme Leader about available options. Following a collaborative discussion with your Programme Leader, you may decide that temporary interruption of studies or permanent withdrawal from study is your preferred option (please see the [UCKM HE Interruption of Studies, Withdrawal and Non-Completion Policy](#)). We will arrange a discussion with your Programme Leader to discuss the possible impact of this decision with you (e.g., fees and funding implications of an interruption of studies/withdrawal etc.)

8 Data Protection

- 8.1 Personal information submitted by you as part of an extension or extenuating circumstances claim will be stored on your Individual Learning Plan (ILP).
- 8.2 Access will be restricted to staff who need to be aware of any disclosure of circumstances that have been made.
- 8.3 Data will be stored, retained and managed in line with our [Data Protection Policy](#).

9 Complaints and Appeals

- 9.1 You may formally appeal the decision of an extension or extenuating circumstances application following the outcome being communicated to you. This will follow the process and time constraints set out in the [UCKM HE Academic Appeals Policy](#).

- 9.2 Academic Appeals must be made within ten working days of the date of the email communicating the extension or extenuating circumstances decision.
- 9.3 If you wish to claim for extenuating circumstances for a taught module after the formal publication of results at the end of the year, this will be dealt with as an appeal against the decision of the HE Board of Examiners. In such a case, you must submit your appeal by the deadline specified when the results are published.
- 9.4 To submit an appeal, you must complete the [Academic Appeals Form](#) and submit it, with any supporting evidence, to exams.team@kmc.ac.uk. If you require an alternative format of the appeal form, please contact enquiries@kmc.ac.uk
- 9.5 Any academic appeal against the decision of the HE Board of Examiners which is raised based on extenuating circumstances, must contain a valid reason to explain why information could not have been submitted at the time. Please see the [UCKM HE Academic Appeals Policy](#).
- 9.6 If you wish to complain about how your extension or extenuating circumstances application was processed, please refer to the [Complaints Policy and Procedure](#).

10 Review of Policy and Procedure

- 10.1 The policy, procedure and associated outcomes will be reviewed annually in the light of operational feedback.
- 10.2 The review is undertaken by the Higher Education Academic Board (HEAB) or a delegated sub-committee.
- 10.3 Recommendations for changes, clarifications and enhancements will be made in a report to the HEAB. If approved by HEAB the

recommendations will be submitted to the KMC Quality and Standards Committee for ratification.

- 10.4 The approved revised policy will be published on the UCKM policy webpages. This will include a change log identifying what has been changed since the last version of the policy. HE Staff will have attention drawn to the change(s) by a group email.

11 Related Documents

[Assessment Examinations Policy and Procedures](#)

[Complaints Policy and Procedure](#)

[Data Protection Policy and Procedure](#)

[HE Fitness to Study Policy and Procedure](#)

[HE Academic Appeals Policy and Procedure](#)

[HE Academic Misconduct Policy and Procedure](#)

[HE Interrupted Studies, Withdrawal and Non-Completion Policy and Procedure](#)

[HE Reasonable Adjustments Policy and Procedure](#)

[Privacy Policy](#)

12 Document Management, Approvals & Review:

Version Control			
Author:		Approved by:	
Date Approved:		Next Review Date:	
Responsible for review:		Version Number:	1
Equality Impact Assessment			
Version Amendments			
Date of Amendment:	February 2024	Amendments:	Full review and revisions to the HE Extensions and Extenuating Circumstances Policy and Procedure for 2023-2024 Academic Year, to incorporate Competition and Markets Authority guidance for Higher Education institutions, Open University approval and an accessibility review.
Date of Amendment:		Amendments:	

Appendix A – Procedure

A1 Applying for an Extension for Coursework/Non-Examined Event Assessment

A1.1 When applying for an extension you should:

- In the first instance, contact your Programme Leader by email at the earliest opportunity, to discuss the need for an extension, so they are aware you will be submitting your work late.
- Failure to do this may result in your assessment being classed as an unauthorised late submission and lead to a penalty as outlined in the [Late Submission](#) section of the HE Extensions and Extenuating Circumstances policy.

A1.2 You can apply for an extension using the [Extensions and Extenuating Circumstances Form](#). If you require an alternative format of the application form, please contact enquiries@kmc.ac.uk.

A1.3 You must include details of the module/s and assessment/s affected and email your extension application form and any required supporting evidence to university.centre@kmc.ac.uk **before 12pm** on the submission deadline.

A1.4 You can only have a 5 working-days extension per assessment without supplying evidence. If you need a longer extension for an assessment you will need to supply supporting evidence.

A1.5 Extension requests of longer than 5 working days will be decided by the Extenuating Circumstances Panel. The duration of the extension will be proportionate to the circumstances and decided on an individual basis by the Panel. It will be expected that all work is submitted by the end of the academic year.

A1.6 The decision, along with the new submission date (if applicable), will be emailed to your UCKM email address within:

- 2 working days from your application, for an extension of 5 working days.
- 6 working days from your application, for an extension of more than 5 working days.

Potential Outcomes:

Approved:

A1.7 If your application is approved, you will have access to the full range of marks available for the assessment provided you submit/attend your assessment by the extended deadline.

A1.8 If you do not submit your assessment by the extended deadline your work will be considered a late submission and may incur a penalty as outlined in the Late Submission section above.

Declined:

A1.9 If your application is declined, the following will apply:

- your Programme Leader will discuss your available options.
- You will be expected to submit your assessment by the original deadline, or it will count as a late submission and may incur a penalty as outlined in the Late Submission section above.

A1.10 If you are still unable to submit your assessment after having the maximum allowed extension (i.e., it will be expected that all work is submitted by the end of the academic year), we will have a discussion with you about the best course of action. This may include, but is not limited to, creating a support and assessment plan, which would detail how and when you are expected to complete the assessments, and/or

if you will need to retake credit. You will also be informed of any fees or funding implications as part of the discussion.

Review of Extension Applications:

A1.11 Extension applications for 5 working days will be reviewed by your Programme Leader.

A1.12 Extension applications for over 5 working days will be reviewed by the Extenuating Circumstances Panel.

A1.13 A record will be kept in the student engagement section of our mark book system of how many extension applications you have made and the outcome decision/s.

A1.14 If you apply for an extension within 6 working days of your assessment deadline, you may not receive the decision until after the deadline has passed. You are therefore recommended to continue working on your assessment/s if you are able to do so.

A1.15 If further evidence is required, the HE Team will contact you via your UCKM email address as soon as possible to request this information.

A1.16 If your application is declined, you may appeal the decision via the [HE Academic Appeals Policy and Procedure](#).

A1.17 Late requests will be considered on a case-by-case basis by the Extenuating Circumstances Panel. If the reason for the late application is acceptable (as decided by the Extenuating Circumstances Panel) the application will be processed in the standard way.

A2 Applying for Extenuating Circumstances

- A2.1 If you are experiencing extenuating circumstances, you are recommended to talk to your Programme Leader or Student Welfare Team in the first instance to discuss what support can put in place for you.
- A2.2 If you feel your extenuating circumstances are impacting your ability to study, submit an assessment (even with an extension) or attend an exam, please complete the [Extensions and Extenuating Circumstances Form](#). If you require an alternative format of this form, please contact university.centre@kmc.ac.uk.
- A2.3 Applications should ideally be made as soon as you become aware of the extenuating circumstances, but within 5 working days of missed:
- exams/event assessments, and/or
 - rescheduled event assessments/resits.

If your extenuating circumstances only become apparent to you after you have completed all your assessments, your extenuating circumstances application should be submitted before your results are confirmed at the end of the year.

- A2.4 Completed Extenuating Circumstances application forms **must** be accompanied by supporting evidence (except for the exceptional cases outlined in clause 4.41 of the HE Extensions and Extenuating Circumstances policy, relating to falling ill during an exam/event assessment or missing an exam/event assessment due to a sudden, short-term illness). Evidence should ideally be supplied at the time of application, but no later than 7 calendar days from the date of application with a reason given as to why this evidence cannot be supplied at the point of application. Failure to provide evidence within this timeframe will result in the application being returned to you for further evidence to be submitted.

A2.5 Once your application is received, it will be given to the Extenuating Circumstances Panel for review.

A2.6 The Panel reserves the right to request clarification regarding particular evidence or ask for further evidence. Requests may include, but are not limited to:

- extra supporting documentation;
- the evidence being sent directly from a third party;
- the translation of documents into English, as required.

A2.7 You will be emailed a decision on whether your extenuating circumstances request has been accepted as valid or declined within 6 working days of your application being submitted.

A2.8 If the impact of your extenuating circumstances only become apparent to you after you have had your final results confirmed, this will be considered an appeal against the decision of the HE Board of Examiners. In such a case, you must submit your appeal by the deadline specified when the results are published.

A2.9 To submit an appeal, you must complete the [appeal form](#) and submit it, with any supporting evidence, to universitycentre@kmc.ac.uk.

Outcomes

A2.10 If your application is approved, the Extenuating Circumstances Panel will decide the best course of action in collaboration with you. This may include, but is not limited to, providing you with a support plan to assist with your future studies or you may be permitted to postpone or re-sit your impacted assessment/s if this is permitted by the Awarding Body regulations. The Extenuating Circumstances Panel will be able to advise you of the available options and if there are any fees and funding implications.

A2.11 If your extenuating circumstances only become apparent after you have completed your assessments, your application will be passed onto the Extenuating Circumstances Panel for review, who will submit their recommendations to the HE Board of Examiners. If you are dissatisfied with the decision of the HE Board of Examiners after the formal publication of results, please refer to the [Complaints and Appeals](#) section in the HE Extensions & Extenuating Circumstances policy.

A2.12 If your application is declined, the reason for this decision will be given in your outcome email. Should you wish to appeal a decision regarding an extenuating circumstances request, please refer to the [HE Academic Appeals policy and procedure](#).